GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3053
ANSWERED ON:16.03.2016
Consumer Complaints
Bharathi Mohan Shri R.K.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether consumers" complaints about bills, connectivity, mobile portability, harassment, etc. against mobile service providers are increasing;

(b) if so, the details of complaints received during the last one year and the current year, service provider-wise; and

(c) the action taken against the erring service providers/officials for their failure to address the complaints of the subscribers in an effective and time bound manner?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) & (b) Yes Madam, there is slight increase in consumer complaints against few mobile service providers. Number of complaints against different mobile service providers received during 2014 and 2015 in DOT and TRAI are enclosed at Annexure-I & II respectively.
(c) Action taken by Government to resolve and contain the public complaints are:

i. Complaints received in DOT and TRAI are being forwarded to concerned service providers for their resolution.
ii. For effective resolution of consumer complaints, TRAI has laid down the standards of quality of service parameters relating to time limit for fault repair, billing complaints, refund of security deposits and rent rebate for delayed fault repair. TRAI has been monitoring the performance of service providers against the benchmarks for these parameters through quarterly performance monitoring reports submitted by the service providers. Wherever the quality of service benchmark is not met, financial disincentives are imposed so that the service providers improve their performance.
iii. TRAI has issued Telecommunication Mobile Number Portability (Fourth Amendment) Regulations, 2012 providing financial disincentives for unjustified rejection of porting request and for violation of timelines specified in the regulations.
iv. Government PSUs (BSNL/MTNL) are using social media for receiving complaints and suggestions from customers for better customer satisfaction.